

## Health and Welfare Privacy Office

### Purpose

The **Privacy Office** located in the Division of Management Services, oversees all DHW activities including development, implementation and maintenance of policies and procedures covering privacy and access to health information in the Department's records. This office will be responsible to see that Department actions are compliant with federal and state laws and the Department's information privacy practices.

### Roles and Responsibilities of the DHW Privacy Office

#### I. Consumer Access

- **Rights and Protections:** Provide consumers with a point of access to assure their rights and protections are available within the Department of Health and Welfare.
- **Grievance Process:** Administer the grievance process regarding the application of consumer's rights and the Department's health privacy policies and procedures. Cooperate with the Office of Civil Rights and other legal entities in any compliance reviews or investigations.

#### II. Department of Health and Welfare Responsibilities

- **Training and Education:** Assure privacy orientation and training have been provided to current and new DHW staff, volunteers, temporary staff, and council and board members. Foster health information privacy awareness within DHW.
- **Consultant:** Work cooperatively with Division Administrators and other applicable units in overseeing client rights and serve as consultant to the Divisions on health information privacy issues.
- **Systems Review:** Review all Department health care information system initiatives to assure they are compliant with agency privacy practices.
- **Compliance and Monitoring:** Perform initial and annual health information privacy risk assessments and continually monitor Department programs to ensure continued compliance. Ensure the Department stays current with advancements in information privacy technologies.
- **Business Associate Agreements:** Participate in developing and monitoring all DHW trading partner and business associate agreements to assure privacy requirements and responsibilities are addressed.
- **Grievance Process:** Administer the grievance process regarding the Department's health privacy policies and procedures. Cooperate with the Office of Civil Rights and other legal entities in any compliance reviews or investigations.

### Contact

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